Tips & Strategies for Publication in Reputable National and International Journal

(Selected Materi Workshop "International Webinar for Journal Editor & Workshop Improving Journal Toward Scopus Indexing, Kemristek Dikti 2020)

Nuryakin

Editor in Chief:

JMMR Application (Sinta 2, Copernicus indexing)

Jurnal Bisnis: Teori dan Implementasi (JBTI): Sinta3 Indexin

SCOPUS ID: 57191417126. h Indeks Scopus: 5

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Web of Science Researcher ID: <u>U-7073-2018</u>

Phone/WA: 08158758702



Master of Management Program
Universitas Muhammadiyah Yogyakarta
2020

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Metrics overview

19

Documents by author

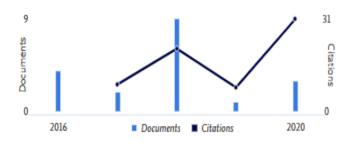
69

Citations by 50 documents

5

h-index:

Document & citation trends



Most contributed Topics 2015–2019 ()

SERVQUAL; E-Service Quality; Consumer Satisfaction

2 documents

Market Orientation; Marketing Capabilities; Customer Ties

2 documents

Adaptive Selling; Salesperson; Salesforce

2 documents

View all Topics

19 Documents

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0 Preprints

22 Co-Authors

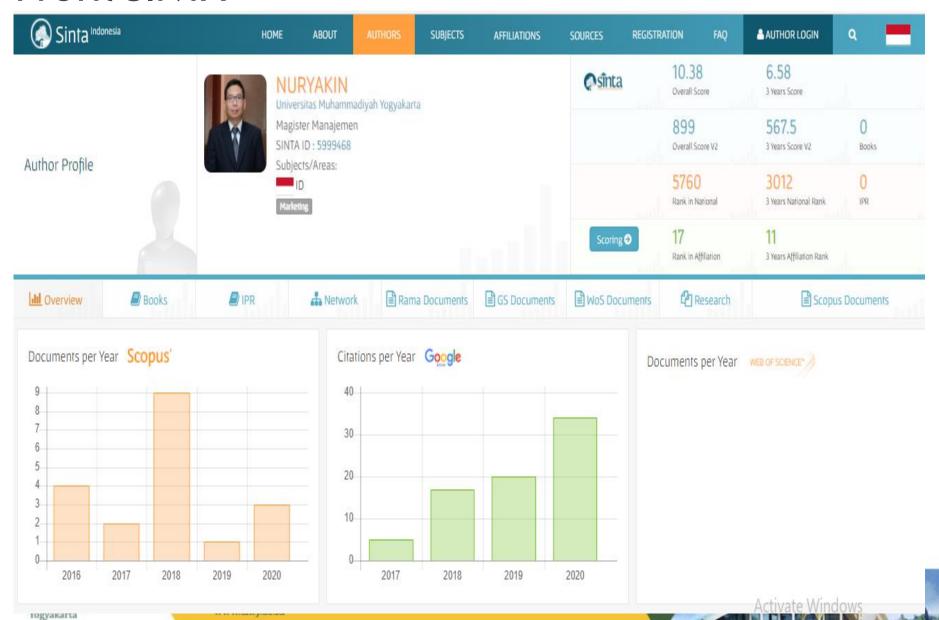
Topics







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Nuryakin Nuryakin

Researcher (Academic) - Universitas Muhammadiyah Yogyakarta

PUBLICATIONS

TOTAL TIMES CITED 12

H-INDEX

2 ②

Web of Science ResearcherID 2 U-7073-2018

Summary

II. Metrics

Publications

Q Peer review

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Outline:

- Indexing Journal
- National Journal
- DOAJ
- Scopus indexing Introduce
- How to find right journal
- How to make manuscript for Publication
- Writing Ethics





Indexing Journal

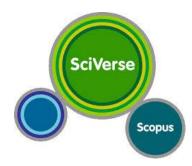












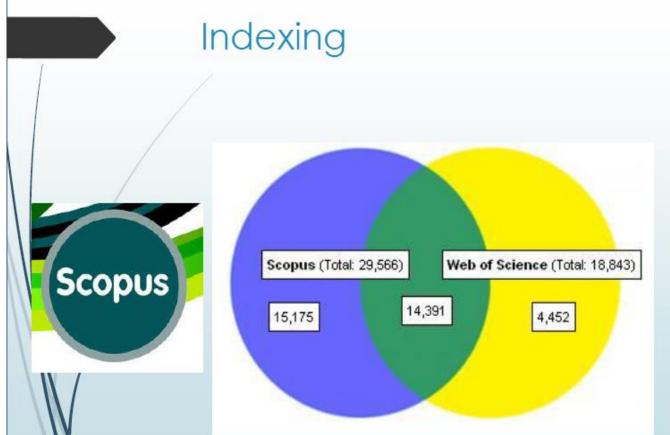




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Reputable Indexing Journal





Perkembangan Jurnal di Indonesia





SALINAN

MENTERI RISET DAN TEKNOLOGI/ KEPALA BADAN RISET DAN INOVASI NASIONAL REPUBLIK INDONESIA

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NOMOR 85/M/KPT/2020

TENTANG

PERINGKAT AKREDITASI JURNAL ILMIAH PERIODE I TAHUN 2020

Status	Total	New	Reaccreditation
Rank 1st	7	0	7
Rank 2nd	55	6	49
Rank 3rd	123	45	78
Rank 4th	164	114	50
Rank 5th	191	184	7
Rank 6th	29	29	0
Total	569	388	182

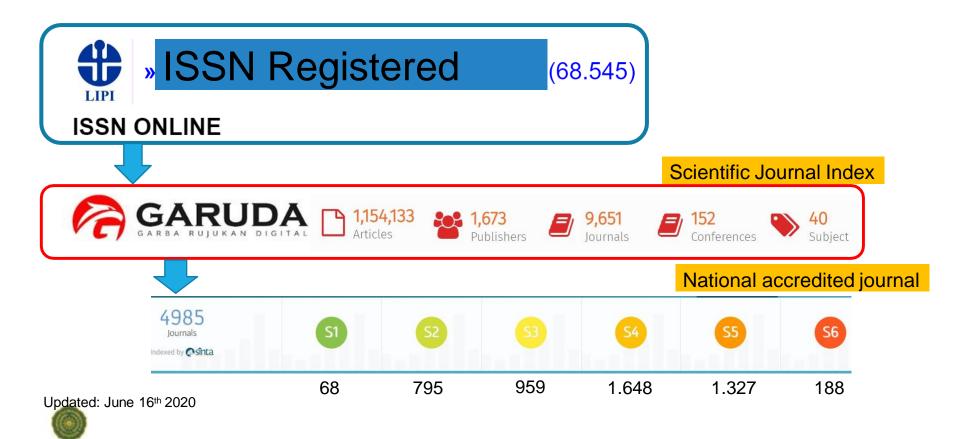
Congratulation 569 Accredited Journals 1st Periode of 2020







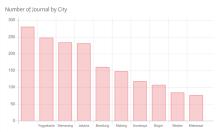
Progress of Indonesian Scientific Journal





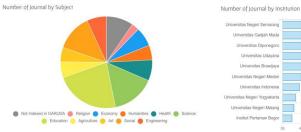
Accredited Journal Analysis





S1 S2 S3 S4 S5 S6







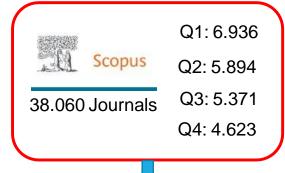


Progress of Global Scientific Journal



4.602 Journals





Indonesia: 64 Journal Indexed by Scopus (Updated May 19th 2020)





Indonesian Journal in Scimago



Publisher	Count	
	of	
	Publis	
	her	
Institute of Advanced Engineering		8
and Science (IAES)		
Institut Teknologi Bandung (ITB)		5
Gadjah Mada University		4
Bogor Agricultural University		3
Universitas Indonesia		3
Diponegoro University		2
Universitas Gadjah Mada		2
Universitas Pendidikan Indonesia		2

Publisher	Count of Publisher
Association for the teaching of English as a Foreign	1
Language in Indonesia	
Bank Indonesia Institute	1
Center for Fisheries Research	1
Diponegoro university Indonesia	1
Geological Agency	1
Indonesian Combinatorics Society	1
Indonesian Society of Critical Care Medicine	1
Indonesian Society of Internal Medicine	1
Insititut Teknologi Sepuluh Nopember	1
Institute for Migrant Rights Press	1
National Nuclear Energy Agency	1
Polytechnic State of Padang	1
Prodia Education and Research Institute	1
Research and Development Center for Marine and	1
Fisheries Product Processing and Biotechnology	
Sebelas Maret University Surakarta	1
Southeast Asian Regional Centre for Tropical Biology (SEAMEO	1
BIOTROP)	
Sriwijaya University	1
STAIN Kudus	1
State Institute of Islamic Studies (IAIN) Salatiga	1
State Islamic University of Sunan Ampel Surabaya	1
Sunan Kalijaga State Islamic University	1
Syarif Hidayatullah State Islamic University (UIN) Jakarta	1
Universitas Ahmad Dahlan	1
Universitas Hasanuddin	1
Universitas Jenderal Soedirman	1
Universitas Negeri Semarang (UNNES)	1
Universitas Negeri Yogyakarta (Yogyakarta State University)	1



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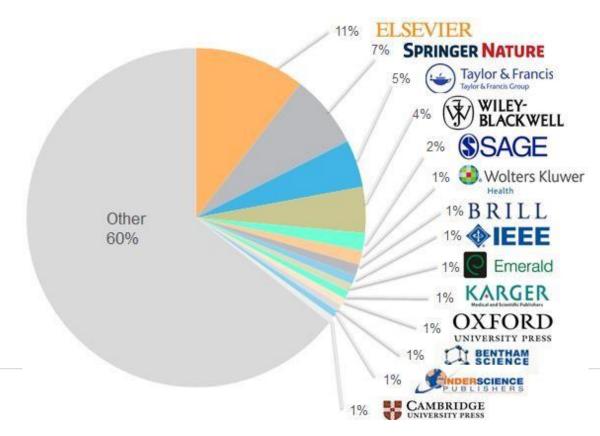
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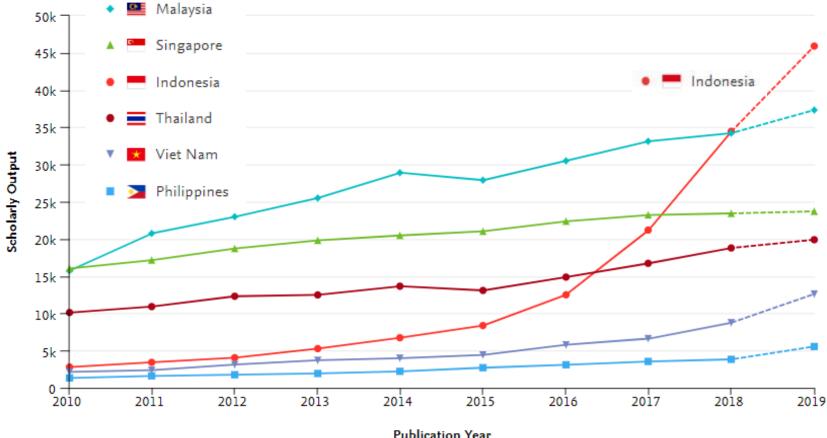
Number of active Journals by	Journals	Conferences	Books
subject area:	23,452	119K	778 Book series
Physical Sciences 7,681	Peer-reviewed journals 290 Trade journals	Conference events9.5MConference papers	40K Volumes
Health Sciences 6,943	5,353 Active open access journals		1.7M Items
Social Sciences 9,530	>8,000 Articles in Press		205,000+ Stand-alone books
Life Sciences 4,657	Full metadata and abstracts. Cited references back to 1970.	Mainly Engineering, Maths, Physics and Computer Sci.	Mainly Social Sci. and Arts & Humanities

Source: Scopus.com, September 2019





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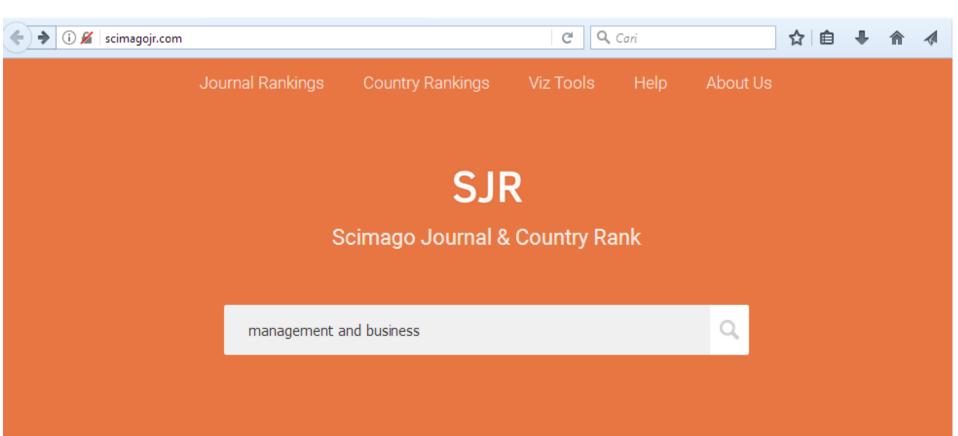




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Total Quality Management and Business Excellence

Country United Kingdom

Subject Area and Business, Management and Accounting

Category Business, Management and Accounting (miscellaneous)

Publisher Routledge H Index

Publication type | Journals

ISSN 14783371, 14783363

Coverage 2003-ongoing

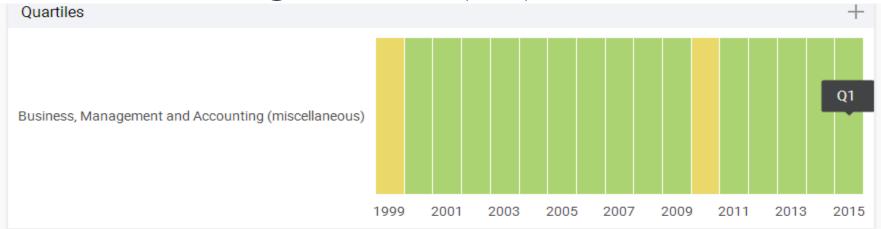
Scope Total Quality Management & Business Excellence is an international journal which sets out to

stimulate thought and research in all aspects of total quality management and to provide a natural forum for discussion and dissemination of research results. The journal is designed to encourage interest in all matters relating to total quality management and is intended to appeal to both the academic and professional community working in this area. Total Quality Management & Business Excellence is the culture of an organization committed to customer satisfaction through continuous improvement. This culture varies both from one country to

another and between different industries. (source)



Quartil Ranking Journal (Q1)









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Writing Paper





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Menyusun Topik Riset

- Carilah petunjuk (author guideline) yang ada dalam jumal yang akan dituju.
- Cari sesuatu yang Kontroversi (Gap Riset)
- Temuan yang tidakdapat dijelaskan / perlu dilakukan kajian lebih lanjut.....
- > Editorial, komentar, surat keeditor





Memilih Current issues

- Diskusi dengan peneliti lain yang sebidang dalam riset!
- Observasi/ Pertemuan masyarakat lokal
- Menghadiri Konferensi nasional
- Menghadiri seminar / konferensi internasional





"Pilih artikel terbaik sebagai contoh & pedoman untuk menjalankan Penelitian & menghasilkan tulisan ilmiah"





Preparing Writing Manuscript





Bagian-bagian dalam MANUSKRIP

Pengembangan model IMRaD

- ✓ Judul (Title)
- ✓ Penulis (Authors)
- ✓ Abstrak (Abstract)
- ✓ Kata kunci (Key words)
- ✓ Pengenalan (Introduction)
- ✓ Metodologi (Methods)
- √ Hasil (Results)
- ✓ Pembahasan (Discussion)
- ✓ Rujukan (References)
- ✓ Penghargaan (Acknowledgments)





Contoh....

SMEs' marketing performance: the mediating role of market entry capability

Nuryakin Department of Management, Universitas Muhammadiyah Yogyakarta, Yogyakarta, Indonesia, and

COMPETITIVE ADVANTAGE AND PRODUCT INNOVATION: KEY SUCCESS OF BATIK SMES MARKETING PERFORMANCE IN INDONESIA

Nuryakin, Universitas Muhammadiyah Yogyakarta

ABSTRACT

Reassessment of the Entrepreneurial Motivation among Female Business Owners to Enhance SMEs Business Performance in Indonesia

Fitri Wulandari¹, Indi Djastuti², Nuryakin³

Mediating effect of value creation in the relationship between relational capabilities on business performance

Efecto mediador de la creación de valor en la relación entre las capacidades relacionales en el desempeño empresarial

> Nuryakin ^{1,*}, Vincent Didiek Wiet Aryanto ², Mulyo Budi Setiawan³

Network Advantage: Mediating Effect on Business Performance

Nuryakin*, Retno Widowati PA**, Indah Fatmawati***

ARTICLE

Understanding Customer Purchase Intention of IT Product on Indonesia Asia-Pacific Management and Business Application 7 (2) 109-122 ©UB 2018 University of Brawijaya Malang, Indonesia http://apmba.ub.ac.id

Manda Rahmad Husein Lubis^a* Nuryakin^b Susanto^c

a.b.cDepartment of Magister Management, Universitas Muhammadiyah Yogyakarta, Yogyakarta, Indonesia



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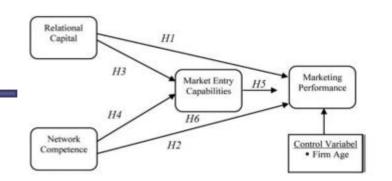
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Contoh

SMEs' marketing performance: the mediating role of market entry capability

Nuryakin Department of Management, Universitas Muhammadiyah Yogyakarta, Yogyakarta, Indonesia, and



Green Product

Innovation

Green Process

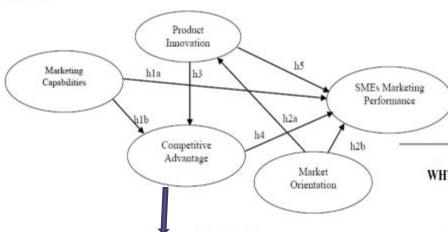
Innovation

Figure 1. Research framework

Green Innovation Performance

Based on previous study and literature review, we develop empirical research model (Figure 1):

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GREEN PRODUCT COMPETITIVENESS AND GREEN PRODUCT SUCCESS.
WHY AND HOW DOES MEDIATING AFFECT GREEN INNOVATION PERFORMANCE?

Hla

Hlb

H2b

Green Product

Competitiveness

Green Product

Success

H3

H4

Nuryakin 1*, Tri Maryati 2

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COMPETITIVE ADVANTAGE AND PRODUCT INNOVATION: KEY SUCCESS OF BATIK SMES MARKETING PERFORMANCE IN INDONESIA

Nuryakin, Universitas Muhammadiyah Yogyakarta

ABSTRACT



Introduction

Berikan informasi latar belakang kajian

JANGAN menulis tinjauan literatur (*literature* review) yang komprehensif

Kutip/rujuk manuskrip tinjauan literature yang bisa dibaca oleh pembaca jika mereka menginginkan lebih banyak informasi





Introduction

- Apa dasar dan alasan/masalah sehingga perlu diadakan kajian ini?
- Jelaskan bagaimana untuk mengatasi masalah kajian (1-2 kalimat)
- JANGAN nyatakan hasil dari studi pada bagian ini





Introduction

- Nyatakan tujuan penelitian dengan jelas
- Nyatakan metode yang akan gunakan untuk mencapai tujuan penelitian
- Apakah kutipan seimbang, aktual dan releva





122

Received 18 March 2008

Acousted 25 February 2018

Naviael 15 July 2016 18 December 2017

SMEs' marketing performance: the mediating role of market entry capability

Nurvakin

Department of Management, Universitas Muhammadiyah Yogyakarta, Yogyakarta, Indonesia, and

Elia Ardvan

Department of Management, Sekolah Tinggi Ilmu Ekonomi Surakarta, Sukoharjo, Indonesia

Abstract

Purpose – This study aims to examine an empirical evidence of the relationship between relational capital, network competence and market entry capabilities on marketing performance in small- and medium-sized enterprises' (SMEs') furniture export orientation in Central Java, Indonesia.

Design/methodology/approach — This study uses a quantitative research approach to investigate the relationship between relational capital, network competence, market entry capabilities and marketing performance. To achieve the research objectives, data were collected from managers or owners of furniture export orientation in Central Java, Indonesia. Using structural equation modeling, and after a series of exploratory and confirmatory factor analyzed, the authors tested an integrated model of the relationship between relational capital, network competence, market entry capabilities and marketing performance.

Findings – The result of this study indicates that relational capital has a positive significant effect on marketing performance. Relational capital has an insignificant effect on market entry capabilities. Network competence has a positive effect on market entry capabilities. Market entry capabilities have a positive effect on marketing performance. Other results also show that market entry capabilities can mediate the influence of network competence and marketing performance.

Research limitations/implications — The limitation of this research indicates that respondents in this research are very varied, if it is seen from their background into furniture business development, whereas many respondents do not have enough understanding of the questionnaire distributed. This research is only developed at the SMEs' furniture area, so it cannot be generalized at the other organizational area. The influencing of relational capital result in market entry capability has not suitable with theory built. It is because inaccurate dimension market entry capability has been applied in this research. For future research, it is suggested to look for alternative dimension of market entry capability.

Practical implications – Based on the analysis results and discussion, it can be formulated that managerial implication explains the following steps: first, a company should focus on long-period relationship development. Focus on long-period relationship development will increase customer loyalty and company performance. Moreover, the customer has long-term relationship with organization, although instability condition because of the belief in long-period relationship and strong commitment to each other. The evidence from this study suggests that's the organization needs to develop the long-term relationship with customer. Second, networking competency is important in market entry capability. Relationship can change anytime, therefore, the company has to have a strong competency of network developing. This competency helps company to enhance strong relationship. The strong network relationship helps competency helps company to enhance strong relationship.

Originality/value — The results of this research indicate that the role played by relational capital to increase market entry capability is not as good as the role played by network capability on market entry capability. In the international market context, the role of resource-based view is better than that of

ENTREPRENEURSHIP AND SUSTAINABILITY ISSUES

ISSN 2345-0282 (unline) http://midoi.org/ic

2020 Volume 7 Number 4 (June) httm://doi.org/10.9770/seai.2020.7.4(33)











Clarivate

GREEN PRODUCT COMPETITIVENESS AND GREEN PRODUCT SUCCESS. WHY AND HOW DOES MEDIATING AFFECT GREEN INNOVATION PERFORMANCE?

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E-mail: 12 parvakini ann acid (Corresponding author)

Received 22 August 2020: accepted 10 April 2020: published 30 June 2020

Abstract. Among the global warming issue and production process using nucleonery and modern technology, these Butle SMEs still strongly exist. This research aims at empirically proving the influence of green product competitiveness and green product association performance through green product competitiveness and green product association which regulates a survey approach and questionnaise to collect influentiation soluted to the research samples. The quantitative approach is this research is conducted by testing the research hypotheses. 223 respondents containing of Butle SMEs owners managers at Yogyakuta, Industrial are taken as the samples with a purposite sampling method. The hypotheses test remain lature within an admittant correlation between green product innovation and green product competitiveness and green product success. Occur product meets proceeding methods are product success. Occur product success in the product success are provided to the product success. Occur product success in the product success are product success. Occur product success in the product success are product success. Occur product success so positively, significantly influences green instruction performance.

Keywords: green product competitiveness; green product nucess; green product innovation performance; green product competitiveness

Reference to this paper should be made as follows: Nasyakin, Maryaki, T. 2020. Green product competitiveness and green product success. When you allow does not sufficient green innovation performance? Entrepresearchy and Socialisability Assas, 7(4), 3061-3077, https://doi.org/10.07770/icsi.2007.14332

JEL Classifications: M21, M31, Q01, Q5s

1. Introduction

Issues of business sustainability oriented to environmentally friendly operational activity become an interesting topic of research discussion among the business dynamics and escalating competitive advantage (Wang 2019; Socwarto et al. 2019; Huang and Li 2018). Some other occurred issues also explain that the use of materials which may directly affect global warming (Dougherty and Dunne 2011), use of carbon and utilization of non-environmentally friendly technology (Shane and Ulrich 2004) also become an interesting research study which needs further study. From customers' perspective, customers currently tend to prefer natural and environmentally friendly products, so that such products will have a good image to the customers' satisfaction (Chen 2010).

3061



Justial of Research is Marketing and Enfrequenceship Vol. 2000s. 2, 2018 pp. 125-146 C Energial Publishing Limited 1471-2001 DOI 201108/BSE-05-2008-0805



^{*} The authors sincerely thank you to the Ministry of Research and Technology of Indonesia for endorsing the grand research project, and all the respondents who participated in finishing the survey.

IRME 20,2

SMEs' marketing performance: the mediating role of market entry capability

122

Received 18 March 2016 Revised 15 July 2016 18 December 2017 Accepted 25 February 2018 Nurvakin

Department of Management, Universitas Muhammadiyah Yogyakarta, Yogyakarta, Indonesia, and

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Department of Management, Sekolah Tinggi Ilmu Ekonomi Surakarta, Sukoharjo, Indonesia

Introduction

Globalization takes an important role in business activity. Globalization influences organization goal significantly to enter the international market (Miocevic, 2016). Moreover, Miocevic (2016) argued that globalization emphasizes organization to use its business networking and change its operating ways. The effort made by organization in reducing risk of international market entry is collaboration interlacing with importer abroad. Without networking and strength relational, company cannot enhance business performance (Jordan and Martos, 2009). Furthermore, Sharabati et al. (2010) stated that human capital, social capital and relational capital give a positive relationship on marketing performance. Smirnova et al. (2011) examined relational capability development and marketing performance and concluded that relational capability influences market performance.

Researchers explained about the important of market entry strategy as an important part into managerial decision (Filatotchev et al., 2007; Meyer et al., 2009). Company exchanges from global market competition (Aulakh, 2005). Other studies explained the factors that influence managerial decisions to enter the international market, among others: specific location (Anand and Delios, 1997; Burpitt and Rondinelli, 2004; Yeoh, 2011), entry mode (Baena and Cervino, 2015; Brouthers, 2002; Burgel and Murray, 2000; Quer et al., 2007; Randøy and Dibrell, 2002), timing of market entry (Sapienza et al., 2006) and strategy determination, such as acuitition strategy (Meyer and Tran, 2006) and product strategy (Aulakh, 2005). This study focuses on the market entry capability emphasizing company's ability in international market entry. This ability finally affects enhancing of marketing performance.

The previous study focus in an importance a role of an inter organization relationship and business networking (Achrol, 1997). Moreover, Ritter et al. (2002) argued that company's ability in developing and managing relationship with suplier, customer and other organization for interaction becomes an important part of network competency. These competency help company to connect with customers, competitors and others (Gulati et al., 2000), and coordination activity competency is an organizational resource which helps in reaching organization goal (Johnson et al., 1999).

There is an empirical investigation on the relationship between relational capital, network competence, market entry capabilities on marketing performance and organization characteristics of the SMEs' furniture export orientation, such as age as a control variable. The sales value of Indonesia's furniture export is ranked 18th, far below that of Malaysia and Vietnam (Dhany, 2014). According to the data taken from UN Comtrade, the export value of Indonesia's furniture in 2013 was \$1.8bn and ranked 18th in the world. Moreover, the market segmenting in the area of Europe has big potential, as much as 42 per cent. In Asia, it is amounted to 40 per cent, 9 per cent in America, 7 per cent in Australia and 2 per cent in Africa.

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This study examines and analyzes construction SMEs' marketing performance using the theories of resource-based view (RBV) at the firm level and the theory of transaction cost economics. The RBV theory focuses on the set of internal capability for an SME, which includes the firm's internal capacity that can be mobilized through various business

activities with customers, suppliers, partners and so forth. The transaction cost economics identification of opportunistic behavior by their partners are likely to lead to high transaction costs and it has been suggested that firms can adopt appropriate contractual agreements to address these concerns. In this study, we explain that transaction cost economics can be show in business to business partnership with buyers in international

market.

The purpose of this study is to examine an empirical evidence of the relationship between relational capital, network competence on market entry capability and marketing performance in SMEs' furniture export orientation in Central Java, Indonesia. We continue by presenting the details of the empirical study, including the results, followed by a discussion of the study's implications, its limitations and the future research opportunities.

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Scientific Annals of Economics and Business 65 (4), 2018, 443-457 DOI: 10.2478/saeb-2018-0026



COMPETITIVE ADVANTAGE AND PRODUCT INNOVATION: KEY SUCCESS OF BATIK SMES MARKETING PERFORMANCE IN INDONESIA

Nuryakin, Universitas Muhammadiyah Yogyakarta

ABSTRACT

The aims of this research is to contribute to literature and the conceptual model of the influence of marketing capabilities on competitive advantage and marketing performance, the relationship between market orientation on product innovation and marketing performance and providing empirical evidences on the importance of competitive advantage and product innovation to enhancing on superior marketing performance. The sample of this research was Batik SMEs in Central Java province. The analysis of the unit study was managers or owners of Batik SMEs. The number of samples examined was 200 samples.

The purposive sampling technique was used to the data collection methods. The results of this study showed that marketing capability had insignificant effect on marketing performance. Marketing capability significantly effect on competitive advantage; market orientation had significant effect on marketing performance. Market orientation also gave significant effect on product innovation. Product innovation significantly effect on competitive advantage. Competitive advantage had significant effect on marketing performance and product innovation has significantly effect on marketing performance.

Keywords: Marketing Capability, Product Innovation, Market Orientation, Competitive Advantage, SMEs Marketing Performance.

INTRODUCTION

The modern era has consequences for entrepreneurs in creating market opportunities. Business-oriented organizations must be able to sustain their market amid the increasingly fierce competition and that even need to seize the market from competitors. One of the efforts required by a company to gain market share is with marketing capabilities (Guenzi & Troilo, 2006). Even, marketing capabilities are the key for organization in achieving competitive advantage through the creation of low-cost advantage and differentiation advantage, so that their products are better known than the competitors' products (Tan & Sousa, 2015).

Studies on marketing capabilities have also been extensively researched in different scopes of organizations, as on the sales managers (Guenzi & Troilo, 2006), hotel industry (Mohammed & Rashid, 2012), across different industries (Morgan, Slotegraaf & Vorhies, 2009a) and even on firms with export-oriented market (Tan & Sousa, 2015). The importance of marketing capabilities for business performance with adequate strategic resources will be easier to sustain their survival, to expand and to take profits and business performance (Nuryakin, Aryanto & Setiawan, 2018).

Globalization also enables companies to allocate their internal resources as the source of competitive advantage (Barney, 1991). Internal capabilities as the source of competitive strategy advantage can create uniqueness for the company than the competitors and can directly assure

1939-6104-17-2-201



Nuryakin', Retno Widowati PA'', Indah Fatmawati'''

Abstract

The aims of this research is to contribute to the literature and the conceptual model of the effect of relational capital on network advantage and business performance, the effect of network competence on network advantage and business performance, the effect of knowledge sharing on network advantage and business performance and the effect of network advantage and business performance. The number of samples in this study examined was 289 sample SMEs Furniture on Central Java Indonesia. The purposive sampling technique was used to the data collection methods. The results of this study showed that relational capital is a significant negative effect on business performance and positive significance on network advantage. Network competence is a significant effect on business performance and negative impact on network advantage. Network connectency is a significant effect on business performance and network advantage. Relational capabilities is a significant effect on business performance and network advantage. Relational capabilities is a significant effect on business performance and network advantage is a significant effect on business performance.

Keywords: relational capital; network competence; knowledge sharing; network advantage; business performance.

JEL classification: M31.

1. INTRODUCTION

The study in this research is built based on the difference of research result on the role of relational capital in enhancing business performance to encourage further research. The research that has been conducted to provide the evidence of the role of relational capital in business performance performs different results.

The other research results also proved a strong relationship between relational capital and business performance, while the other research results do not support the relationship between relational capital and business performance. The researchers examining the role of



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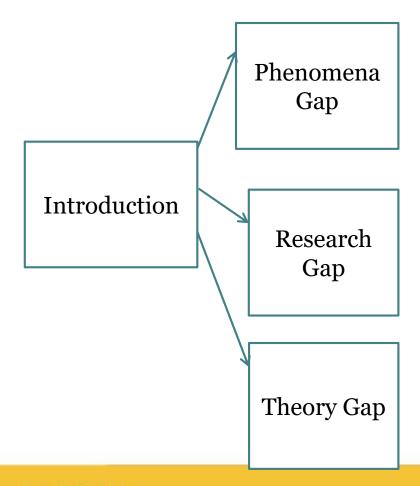
Department of Management Universitas Muhammadiyah Yogyakarta, Indonesia; e-mail: indubfatmawati@umv.ac.id,

How to build research background?





Scientific Background of the research







Types of manuscript

- 1. Research article
- 2. Review
- 3. Short communication





The Scientific Manuscript

Expanded IMRAD Model

- (Title)
- Abstract
- Introduction
- Materials and Methods
- Results
- Discussion
- Figures/Graphs
- Tables
- References

IMRAD format:

*I*ntroduction

Materials and Methods

Results and

Discussion





The Scientific Manuscript

A conceptual framework of service quality in healthcare

Perspectives of Indian patients and their attendants

Panchapakesan Padma, Chandrasekharan Rajendran and L. Prakash Sai

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Abstract

Purpose – The purpose of this paper is to determine the dimensions of service quality in Indian hospitals, from the perspectives of patients and their family members/friends (referred to as "attendants").

Design/methodology/approach – Based on the existing models and the literature on healthcare services, a framework is proposed to conceptualize and measure hospital service quality.

Findings – Two instruments for measuring the dimensions of hospital service quality, one each from the perspective of patients and attendants, are proposed.

Practical implications – This framework enables hospital managers to understand how patients and their attendants evaluate the quality of healthcare provided in respect of every dimension. A comparison of perceptions between patients and attendants would aid them to allocate resources to various aspects of healthcare, with respect to these two customer groups. Hospital administrators can use the instruments proposed to obtain feedback on their performance on service quality parameters so that they can benchmark themselves with their competitors.

Originality/value - This paper contributes to research on healthcare services by the development of a comprehensive framework for customer (both patient and attendant)-perceived healthcare quality.

Keywords India, Health services, Patients, Customer satisfaction, Customer services quality **Paper type** Research paper Title

Purpose of the study

Methods

Result

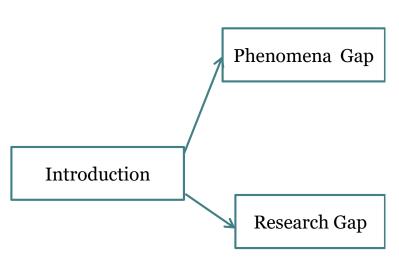
Implication

Uniqueness





The Scientific Manuscript (Con't)



The Indian healthcare industry has been growing at a pace comparable with the Indian sunrise industries such as Telecom and Bio-technology. The developed world is also waking up to the reality that healthcare industries in developing countries such as India have come of age, and they can offer quality service at a competitive price (India Brand Equity Foundation, 2007). A research report by Pricewaterhouse Coopers (2007) observed: "Healthcare is one of India's largest sectors, in terms of revenue and employment, and the sector is expanding rapidly. Today the total value of the sector is more than \$34 billion. This translates to \$34 per capita, or roughly 6 per cent of GDP. By 2012, India's healthcare sector is projected to grow to nearly \$40 billion." Despite the giant steps taken by the Indian healthcare industry, there is a need for improvement in customer service. A recent report of Sahay (2008) stated that even though medical care provided by India's private hospitals is of a very high standard, the customer service leaves a lot to be desired. Jain and Gupta (2004) opined: "Quality has come to be recognized as a strategic tool for attaining operational efficiency and improved business performance." Further, service quality has become the greatest differentiator, the most powerful competitive weapon most service organizations possess (Berry et al., 1988). Guven-Uslu (2005) stated that customers' feedback was not considered in benchmarking processes in the UK healthcare services. Arasli et al. (2008) also found that patients' needs were not met with in public and private hospitals in Northern Cyprus. Sahay (2008) added that staff attitudes to patients and their families would determine a fair amount of patient reaction and our hospital services and hospitals have some way to go on this front. In this context, an understanding of the interplay between factors such as quality of healthcare services, its outcome and patient satisfaction have become invaluable inputs for designing, managing and benchmarking healthcare systems. Hence, it is necessary to conceptualize service quality in the healthcare context.



Hospital Marketing Orientation and Managed Care Processes: Are They Coordinated?

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MASALAH: FENOMENA

MASALAH: RESEARCH GAP

Universitas Muhammadiyah Yogyakarta

Muda mendunia www.umy.ac.id oward the end of the twentieth century, hospitals were presented with many challenges for increasing profubility, customer loyalty, quality of care, and market dominance. The narketing function, new to hospitals in the mid-1980s, was seen as a way to attract new customers, develop new services, and communicate "value" to potential buyers of its services. Adoption of a marketing orientation by hospitals was a necessary management strategy to achieve a competitive advantage in local markets.

Several studies address the marketing orientation of hospitals (Naidu, Kleimenhagen, and Pillari 1992; Naidu. and Naravana 1991; Raju, Lonial, and Gupta 1995), and one study that considers the relationship of managed care penetration on a hospital's marketing. orientation (Loubeau and Jantzen 1998). With increasing managed care pressures on hospitals, marketing and managed care processes within organizations would likely address common organizational objectives. A marketing orientation and resources devoted to managed care are intended to increase the number of consumers and organizational buyers, profitability, and customer satisfaction (Kotler 1994). Therefore, marketing and managed care likely would share similar processes and tasks such as market research and planning, communications, and sales.

In this study, we examine hospital marketing orientation and the degree to which managed care processes are conducted within marketing departments in hospitals in the Commonwealth of Virginia in 1993 and 1999. perienced increased managed care pressures as indicated by an increase. in the number of health maintenance organization enrollees from 464,479 in 1993 to 1,403,992 in 1998 (Area Resource File 2000). In addition, major employers in urban areas of the state have become more active in their purchasing of health benefits and are embracing managed care (Hurley and Thompson 1993: Thompson, Draper, and Hurley 1999), and the state Medicaid program has shifted more beneficiaries to managed care plans. The Virginia General Assembly enacted legislation in 1993 that required a patientlevel database for inpatient admissions for all hospitals in the state, and in 1997 it required the implementation of an efficiency and productivity rating system for all hospitals in the state. These environmental changes suggest that both marketing and managed care development strategies would be adopted by many hospitals.

LITERATURE REVIEW

While intuitively appealing to many healthcare executives, the adoption of marketing by hospitals during the last two decades of the twentieth century was highly variable. The inconsistency in the adoption of marketing was a result of a number of factors, namely the perceived lack of relevance to hospitals operating in highly regulated, yet revenue-rich, environments of the 1970s and early 1980s (O'Connor 1982; Novelli 1983). As these environments became more competitive and resource-limited following the im-

Consumer Perceptions of the Antecedents and Consequences of Corporate Social Responsibility

Andrea J. S. Stanaland · May O. Lwin · Patrick E. Murphy

MASALAH: RESEARCH GAP

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IVVII

Muda mendunia www.umy.ac.id Firms have both practical and moral obligations to further stakeholder norms and interests via performance of desired behavior (Maignan and Ferrell 2004). While previous researchers have proposed that the long-term survival of a firm is improved when it responds to stakeholder interests, less attention has been given to the effects of corporate social responsibility (CSR) actions on consumers and their perceptions of the firm. Fukukawa et al. (2007) emphasize the importance of stakeholder perceptions to a firm's pursuit of both ethical standards and CSR. Corporate marketing, the integrated process of organization-level marketing which encompasses such concepts as corporate image, branding, identity, reputation, and communications (Balmer and Powell 2006), would suggest the need for a stakeholder-focused approach to establishing a firm's perceived commitment to social responsibility. The current research examines CSR from the consumers' perspective, focusing on antecedents and effects of CSR on consumer perceptions of the firm. Specifically, we evaluate the effect of corporate marketing communication in the form of ethics statements on consumers' perceptions of the firm's level of social responsibility and the resulting impact on perceptions of reputation, purchase risk, trust, and consumer loyalty.

Corporate identity theory serves as a foundation for this research. Identity theory includes four discrete faces of identity: actual (current attributes), communicated (both controllable promotion and uncontrollable word of mouth), desired (aspired image), and ideal (objective optimal identity) (Balmer and Soenen (1999). To these four, a fifth, "conceived identity" (perception of the company by its

Theoretical Literature and Hypothesis Development

Product launch and performance

Successful new products and services are critical for many organisations, since product innovation is significant in helping organisations to adapt to changes in markets, technology, and competition. However, the success rate of new products worldwide has been low (Bogue and Delahunty, 1999), given the strong correlation between new product success and a company's health (Shepherd and Ahmed, 2000) it is essential that organisations maximise the potential of their new products. Di Benedetto (1999) in an exploration of key success factors in new product launch found that the cost of commercialising successful new products was over six times that of products that failed, indicating the significance of launch budgeting to new product success and organisational performance.

Product advantage and performance

Product advantage is a critical determinant of the success of new products and services (Nakata *et al.*, 2005; Hultink and Hart, 1998; Cooper, 1979, 2001; Montoya-Weiss and Calantone, 1994), and is suggested by Langerak *et al.* (2004) to lead to superior new product performance and organisational performance.

Song and Montoya-Weiss (2001, p. 65) define product advantage in terms of competitors as being "a product's perceived superiority relative to competitive products"; while Calantone and Di Benedetto (1988) relate product advantage to customer needs referring to the benefits customers derive from new products. Equally valid, both definitions reflect the complex nature of product advantage whereby an over focus on customer needs can lead to less competitive products (Christensen and Bower, 1996). Slater and Narver (2000) argue that product advantage leads to the creation of superior value for customers relative to that offered by competitors.





Theoretical Literature and Hypothesis Development

Market orientation and performance

Many studies support the existence of a positive relationship between organisational performance and the adoption of a market orientation (Deshpandé *et al.*, 1993; Ruekert, 1992; Narver and Slater, 1990). Organisations that are market-oriented, tracking and responding to customer needs and preferences, can better satisfy customers thereby improving their organisational performance (Ramaseshan *et al.*, 2002).

Slater and Narver (1994) found that market orientation is positively associated with return on assets, sales growth, and new product success as measures of business performance; additionally they found that competitor orientation is not significant in the relationship between organisational performance and market orientation. More recently, Brown et al. (2005) found that the implementation of market orientation leads to improved financial and marketing performance. Additionally, Slater and Narver (2000) found that market orientation and business performance are positively related; and Kohli and Jaworski (1990) claimed that market orientation enhances the performance of an organisation through return on investment, profits, sales volume, market share, and sales growth. Positive performance is supported by interfunctional co-ordination, which is essential to maximise the effectiveness of marketing and non-marketing activities (Di Benedetto, 1999).

NPD in small firms

Literature on the management of NPD in small firms is scarce but what has been published does suggest that there are significant differences between NPD management in small and large firms. There is a level of consensus that small firms should develop new products that are compatible with existing technical standards (Yap and Souder, 1994), that they should adopt one core technology and avoid high levels of diversification (Dodgson and Rothwell, 1991). This impacts the marketing strategies adopted by small firms. Several authors have taken a contingent approach claiming that there is no "best" process for developing new products but rather that the process should be selected to suit the context, including the firm size, within which the firm operates (Bessant and Francis, 1997; Loch, 2000).



Theoretical Literature and Hypothesis Development

Based on the literature reviewed a working model was developed that relates product advantage, product launch performance, interfunctional coordination, customer orientation and competitor orientation with the two performance measures of interest – new product performance and organisational performance. This is shown in Figure 1.

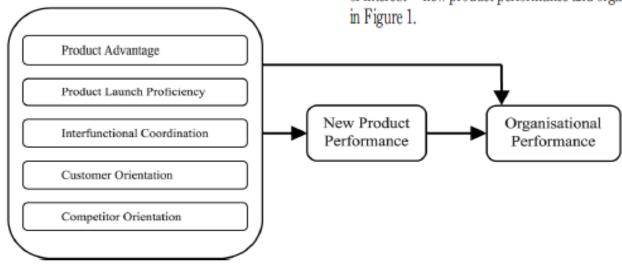




Figure 1. Working model

Material and Methods

Research sample

The research reported is a cross-sectional survey of a sample of 48 firms located in Ireland. The research strategy adopted was to use the survey to identify the key relationships between new product development, new product performance, organisational performance, interfunctional coordination and customer/competitor orientation. The firms included in the survey were selected from within the mid-west region of Ireland to represent the industry sectors active within the Irish economy. The

The survey included both small independent start-up firms and business units of large multinational firms operating in a range of industries. Firm size was classified in terms of ownership, employment levels and annual turnover, in-line with the definition of SMEs adopted by the EU Commission in May 2005 (see http://europa.eu.int/comm/enterprise/enterprise_policy, accessed 13 April 2006). Small firms were defined as those under the direct supervision and control of the owner, having fewer than 250 employees, an annual turnover below €50 million. Large-size firms were defined as those having more than 200 employees and an annual turnover greater than €100 million. A breakdown of the firms included in this study is shown in Table I.

The research instrument was a structured questionnaire administered via a postal and electronic mail survey in line with expectations of the interviewees. At the outset of the research process respondents were asked to identify a project or portfolio of projects launched by their firm in the last five years. Based on this the research instrument addressed the following research measures; market orientation, product launch proficiency, new product performance, organisational performance, product advantage and market description these measures are described in detail in the following section.





Result

(n =	= 15)	1	2	3	4	5	6	7
1. 2. 3. 4. 5. 6. 7.	Organisational performance New product performance Product advantage Product launch proficiency Interfunctional coordination Customer orientation Competitor orientation	1 0.854* 0.322 0.656* 0.495 0.179 0.328	1 0.138 0.695* 0.364 0.278 0.441	1 0.424 0.079 0.051 0.431	1 0.173 0.072 0.411	1 0.449 0.009	1 0.261	1

Note: * Correlation is significant at the 0.01 level (two-tailed)

(n = 15)	Organisational performance	New product performance	Market level measures	Financial measures	Timing measures
Product launch proficiency	0.656**	0.695**	0.832**	0.551*	0.564*
Proficiency in market testing Proficiency in	0.463.	0.463	0.614*	0.301	0.318
launch budgeting	0.451	0.510	0.628*	0.415	0.380
Proficiency in launch strategy	0.818**	0.872**	0.908**	0.733**	0.786**
Proficiency in launch tactics	0.628*	0.620*	0.762**	0.517*	0.513

Notes: *Correlation is significant at the 0.05 level (two-tailed); ** correlation is significant at the 0.01 level (two-tailed)





Result

(n = 15)	Organisational performance	New product performance	Market level measures	Financial measures	Timing measures	
Customer orientation	0.179	0.278	0.255	0.201	0.239	Table VII.
Competitor orientation	0.328	0.441	0.449	0.334	0.458	Market orientation vs
Interfunctional coordination	0.0495	0.364	0.426	0.337	0.079	performance: large firms

(n = 33)	Organisational performance	New product performance	Market level measures	Financial measures	Timing measures
Customer orientation	0.406 *	0.296	0.308	0.066	0.403*
Competitor orientation	0.509 **	0.558*	0.528*	0.318	0.601*
Interfunctional coordination	0.389 *	0.407*	0.254	0.331	0.509**

Notes: * Correlation is significant at the 0.05 level (two-tailed); ** correlation is significant at the 0.01 level (two-tailed)

Table VIII. Market orientation vs performance: small firms



Discussion and Limitation

Discussion and implications

The research measures presented in Table II show that the performance of large firms is significantly higher than that of small firms; with large firms gaining higher market share and reporting higher levels of financial success. In examining some of the reasons for this the research results demonstrate that organisational performance is linked to new product performance in both small and large firms. This is supported by earlier findings (Langerak et al., 2004; Cooper, 2001, Hultink and Hart, 1998). In addition product launch proficiency is linked to both new product and organisational performance in both large and small firms. Although product launch proficiency was found to be important for both large and small firms, see Tables V and VI, as predicted by Di Benedetto (1999) and Hultink and Hart (1998), large firms are significantly more proficient at market testing and launch tactics (Table II). The implication of this for small firms is that product launch is a critical activity impacting new product success and organisational performance, at the same time small firms have been found to be less proficient at launching new products than large firms. In other words by improving product launch proficiency small firms should improve their new product success.





Review article

- Title
- Authors and affiliations
- Abstract
- Key words
- Introduction
- Rest of the review articles (several headings)
- Acknowledgements
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Short communication

- They should not exceed 4 printed pages, including figures and tables (max 3)
- Should be written in a continuous style, without subdivisions of introduction, materials and methods, results, discussion and acknowledgements
- Title
- Authors and affiliations
- Abstract
- Key words
- Body text
- References





References

- Two types are used in the arrangement list of references
- 1. Chronological order
- Radjasa, OK., T. Martens., H-P. Grossart., T. Brinkhoff., A. Sabdono, and M. Simon. 2007. Antagonistic activity of a marine bacterium Pseudoalteromonas luteoviolacea TAB4.2 associated with coral Acropora sp. J. Biol. Sci. 7:239-246.
- 2. Certain journals use number citations consecutively within brackets [1].
- [3] A. S. Malik, O. Boyko, N. Atkar and W. F. Young, "A Comparative Study of MR Imaging Profile of Titanium Pedicle Screws," *Acta Radiologica*, Vol. 42, No. 3, 2001, pp. 291-293.
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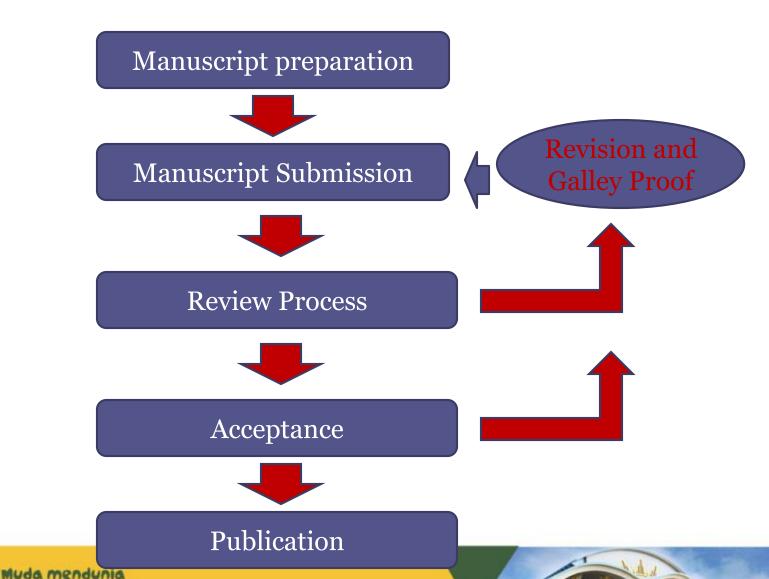
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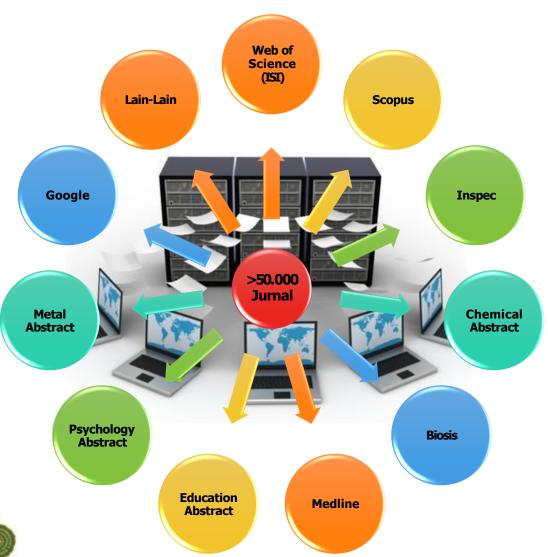
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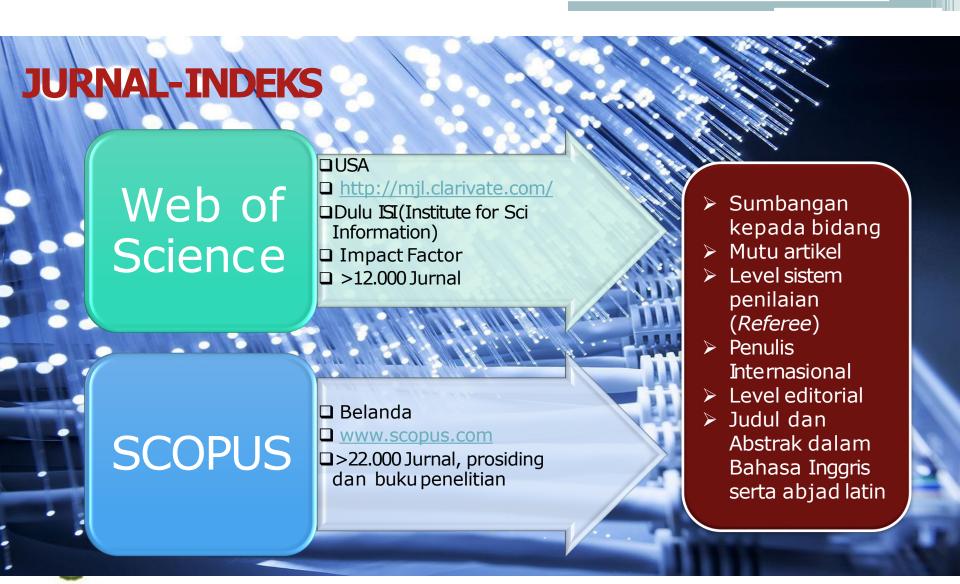


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	Tajuk Jurnal	Faktor Impak	Separuh-Hayat Petikan	Eigenfaktor
1.	Nature	42.351	9.8	1.60305
2.	Science	31.477	9.9	1.27503
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13.	Sci Eng Ethics	1.516	6.3	0.00134
14.	Chinese Sci Bull	1.365	6.3	0.01808
15.	Sci Am	1.328	>10.0	0.00558
16.	Sci World J	1.219	2.9	0.01072
17.	P Romanian Acad A	1.115	1.9	0.00042
18.	J Roy Soc New Zeal	1.077	>10.0	0.00057
19.	Issues Sci Technol	1.059	6.4	0.00110
20.	S Afr J Sci	1.031	>10.0	0.00193
21.	Complexity 🔾 🚄	1.029	8.7	0.00115
22.	Int J Bifurcat Chaos	1.017	8.3	0.00832
23.	Symmetry-Basel	0.918	3.3	0.00160
24.	Discrete Dyn Nat Soc	0.882	2.9	0.00212
25.	An Acad Bras Cienc	0.875	8.6	0.00234
26.	Curr Sci India	0.833	9.4	0.00773
27.	T Roy Soc South Aust	0.800	>10.0	0.00021
28.	Adv Complex Syst	0.786	5.8	0.00151
29.	Rend Lincei-Sci Fis	0.757	3.6	0.00065
30.	Math Model Nat Pheno	0.725	3.7	0.00254
31.	Am Sci	0.643	>10.0	0.00156
32.	Fractals	0.632	>10.0	0.00101
33.	Sains Malays	0.480	2.8	0.00082
34.	Acta Sci-Technol	0.458	3.1	0.00024
35.	Chiang Mai Joci	0.418	4.1	0.00043
36.	Technol Rev	0.383	>10.0	0.00071
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38.	Interdiscipl Sci Rev	0.375	8.3	0.00025
39.	P Est Acad Sci	0.373	9.3	0.00053
40.	Arab J Sci Eng	0.367	4.6	0.00142
41.	Scientist	0.351	8.3	0.00040
42.	Scienceasia	0.347	5.4	0.00060
43.	Maejo Int J Sci Tech	- 0.329	4.1	0.00037
44.	J Hopkins Apl Tech D	0.315	>10.0	0.00012
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53.	R&D Mag	0.134		0.00006
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